

# Percent of METCO Loans Past Due 30 Days Economic Development

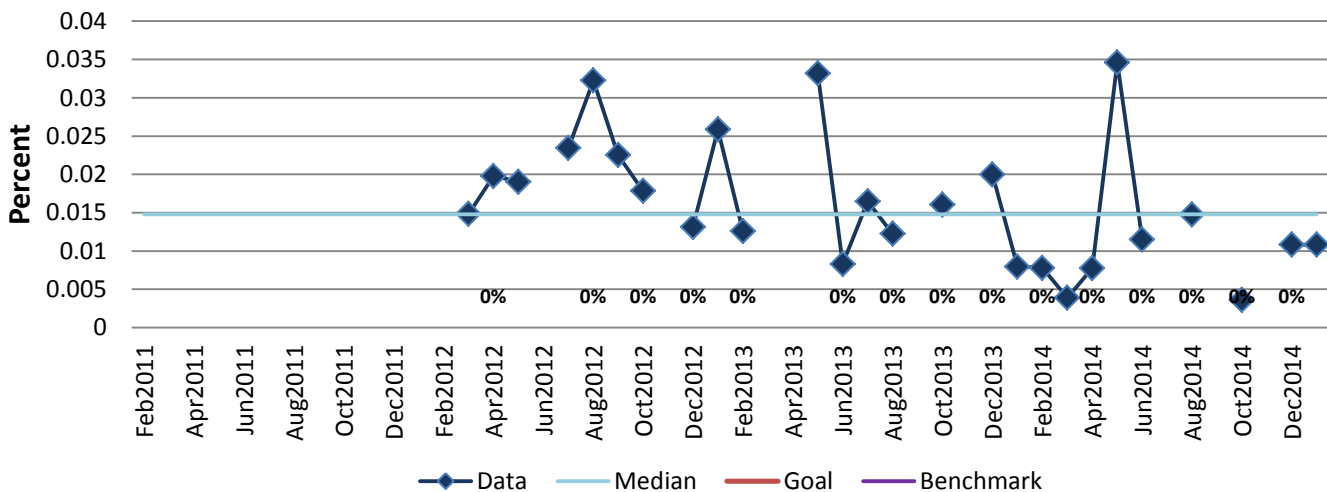


KPI Owner: Kurt Hummel

Process: Job Creation - Loan Repayment Rate

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: TBD Goal: TBD    Benchmark: TBD		Data Source: Salesforce   Goal Source: TBD   Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem  Measurement Method: Number of loans past due 30 days divided by the number of total loans  Why Measure: To track loans that are delinquent by 30 days Next Improvement Step: Determine a target for the performance measure		
How Are We Doing?					
Feb2014-Jan2015 12 Month Goal	Feb2014-Jan2015 12 Month Actual		Jan2015 Goal	Jan2015 Actual	
TBD	1.17%		TBD	1.08%	
Percent	Percent		Percent	Percent	

## Percent of METCO Loans Past Due 30 Days



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.